**Example Situational Interview Questions**

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| **Working Style** *how candidate works alone and with others* | * Describe the ideal working environment to do your best work.
* Describe the most difficult boss you worked for and how you dealt with them.
* Tell me about a time you were dissatisfied in your work or your work was criticized. What could have been done to make it better?
* What are your daily practices to stay on track and keep focused?
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| **Motivations** *what drives or what might discourage candidate* | * Tell me about a time you went above and beyond the call of duty to get something done or resolve a problem.
* Give me an example of an important goal you set and describe your progress in reaching that goal.
* Tell me about your proudest professional accomplishment.
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| **Sales Aptitude** *ability to find and close leads* | * Tell us about a time when you had to sell (an idea, a program, etc.). How did you go about influencing people?
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| **Customer Focus***responsiveness, urgency and priority setting in meeting customer needs* | * Describe a time where you had a difficult or unhappy customer. How did you handle it? What, if anything, would you do differently?
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| **Independent** *ability to work alone with minimal guidance*  | * What support do you look to your supervisors for?
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| **Flexible/Adaptable***ability to work with others, deal with changes in direction or priority*  | * Have you ever found yourself in a situation with little structure? How did you resolve your work and achieve goals?
* What would you do if the priorities on a major project you were working on were suddenly changed?
* Give me an unexpected situation you encountered in the past. How did you face it?
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| **Resourceful***creativity and initiative in problem solving*  | * Tell us about a time when you had to think outside the box and stretch your knowledge and experience to solve a problem.
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| **Resilience** *positive and can-do attitude*  | * Tell us about a set-back or disappointment you have had that was beyond your control.
* Describe the toughest challenge you ever faced and how you worked through it.
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| **Learner***desire and ability to learn*  | * What was the biggest knowledge gap you had in your last job? How did you overcome it?
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| **Collaborative***success in working with teams* | * Can you share an example where you’ve worked with a highly productive team? What made the team productive and how did you contribute?
* Discuss a situation during the past year in which you had to deal with an upset coworker.
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| **Creativity / Originality***ability to create and communicate unique ideas* | * Share with me an idea or improvement you implemented that made a difference.
* Give me an example of a time you were able to be creative with your work. What was exciting or difficult about it?
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| **Resolve***firmness of purpose* | * Tell me about a time when you had to stick by a decision you made even though it made you unpopular.
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